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**MILDE & HOFFBERG, LLP**  
COUNSELORS IN INTELLECTUAL PROPERTY LAW

10 BANK STREET, SUITE 460  
WHITE PLAINS, NY 10606

WWW.MILDEHOFFBERG.COM

TEL: (914) 949-3100  
FAX: (914) 949-3416  
INFO@MILDEHOFFBERG.COM

KARL F. MILDE, JR.  
STEVEN M. HOFFBERG<sup>1</sup>

OF COUNSEL:

CHERYL H. AGRIS, Ph.D.<sup>2</sup>

PAUL S. HOFFMAN

SAMUEL SHIPKOVITZ, Ph.D.<sup>3</sup>

THOMAS M. PITEGOFF

NANCY A. BIRD

<sup>1</sup> ALSO ADMITTED IN CT

<sup>2</sup> ALSO ADMITTED IN NJ

<sup>3</sup> ADMITTED IN DC, VA, OH ONLY

**VIA TELEFAX**

FAX NO. (703) 872-9306

TO: COMMISSIONER FOR PATENTS  
ALEXANDRIA, VA 22313

ART UNIT: 2666

EXAMINER : Shick C. Hom

CASE NO.: BUFFALO 201

SERIAL NO.: 09/579,370

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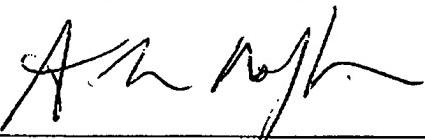
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Friedman et al.  
Serial No: : 09/579,370  
Filed : May 26, 2000  
For : VOICE OVER INTERNET CALL CENTER INTEGRATION  
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November 24, 2004

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

AMENDMENT UNDER 37 C.F.R. § 1.111

In response to the Office Action dated August 24, 2004, the time for response to which expires November 24, 2004, please amend the application as follows: